

ABSTRACT OF THE DISCLOSURE

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3 A point-of-sale commercial transaction processing system,
4 particularly suitable for the fast food industry, is provided.
5 The transaction processing system utilizes (1) a customer
6 interaction terminal (CIT) having a video display, an audio
7 speaker, a microphone, and preferably a printer, (2) a computer
8 system in communication with the customer interaction terminal
9 (CIT) and running artificial intelligence routines to process or
10 pre-process verbal requests provided into the microphone of the
11 customer interaction terminal, and (3) a human-controlled response
12 system in communication with the computer system which completes,
13 corrects or verifies requests that cannot be satisfactorily
14 completed by the artificial intelligence routines alone. The
15 human-controlled response system is preferably in communication
16 with the customer interaction terminal (CIT) and the customer via
17 a high speed network connection.